

# CRA System Requirements for Countermeasure Situation Report

## Quick Reference Guide

### System Requirements

For CRA to run properly, the following must be installed on your computer:

- Microsoft Internet Explorer 6.0 or 7.0
- Secure Data Network (SDN) digital certificate
- 1024 x 768 minimum screen resolution
- Microsoft Excel
- Adobe Reader

Project Areas will need to verify that their **Internet Explorer version is 6.0 or 7.0** and that the **TLS option is enabled**. Project Areas using unsupported browsers may experience issues accessing SDN applications. Specifically, CRA users may not be able to enter or submit the H1N1 Medical Countermeasure Situation Report to CDC.

### Quick Tips

#### Logging in to CRA

1. Access Secure Data Network (SDN) at <http://sdn.cdc.gov> and type your challenge phrase.
2. Click [CRA Application](#) on the SDN Activity Page.

If you do not have an SDN digital certificate, contact the PHIN Helpdesk using the contact information at the bottom of this Reference sheet.

#### Getting Help

Contact the **PHIN Help Desk**

Phone: (800) 532-9929

Email: [PHINTECH@cdc.gov](mailto:PHINTECH@cdc.gov)

Hours: M – F, 8:00 A.M. – 8:00 P.M. (Eastern Time)

### To Check Your Version of IE

1. Open a new browser window, hold down the 'ALT' button and the 'H' key at the same time and let go.
2. Then hit the 'A' key. A window will appear [indicating the version](#) of IE running on your system.

### Check & Enable TLS Option in IE 6.0 & 7.0

- Open a new Internet Explorer (IE) browser
- Click 'Tools' → 'Internet Options' → 'Advanced Tab'. Scroll to verify the 'Use TLS 1.0' option is checked
- Close the browser and open a new browser
- Connect to SDN site

### Screen Resolution

On the **Start** menu:

- Open Display Settings by clicking the **Start** button, clicking **Control Panel**, clicking **Appearance and Personalization**, clicking **Personalization**, and then clicking **Display Settings**.
- Under **Resolution**, move the slider to the 1024 x 768 minimum screen resolution, and then click **Apply**.

Notes

- When you change the screen resolution, it affects all users who log on to the computer.
- When you set your monitor to a screen resolution that it won't support, the screen will go black for a few seconds while the monitor reverts back to the original resolution

### Microsoft Excel and Adobe Reader

- A version of Microsoft Excel and Adobe Reader is needed to view reports.
- If you do not have Microsoft Excel or Adobe Reader installed on your computer, please contact your IT department to work with them to install the software.